



An *EDISON INTERNATIONAL* Company

## **Southern California Edison Hiring/Training Requirements for Meter Reading Personnel**

Various technologies are available to retrieve raw meter data. SCE's requirements for meter reading personnel focus on retrieval via hand-held equipment. While hand-held equipment is not required to read meters, a contingency plan to obtain meter data via hand-held equipment in the event of system or equipment failure is necessary.

Meter readers require meter reading and safety training to ensure Direct Access meters are read accurately and safely by experienced meter readers.

MDMA meter reading services will be performed in accordance with CPUC regulations. MDMA's must comply with the pertinent electrical safety provisions of CAL OSHA and SCE's safety requirements as they apply to the reading of electric meters.

To comply with SCE's requirements for meter reading services, potential MDMA's must properly train employees to:

- accurately read Direct Access meter types using various technologies;
- recognize and report meter, safety, hazardous, and tampering conditions to the ESP and UDC;
- practice safe work habits considering environmental, equipment, and access conditions;
- maintain and communicate site specific information to the ESP and UDC (access and location instructions);
- maintain access to meter locations compatible with UDC guidelines; and,
- comply with AB 400 (False Representation of Public Utility or District Employee Law) by carrying employee identification and a written description of the purpose of a site visit.

SCE meter reading standards include adhering to all State and Federal laws as they pertain to meter reading including Title 8 of the California Code of Regulations (see attached) and Title 13 of California Department of Motor Vehicles Code. The General Industry Safety Orders of Section 3203 of Title 8 require employees to use reasonable care in the performance of duties and act in such a manner as to assure safety and health to themselves, coworkers, and the public. Title 13 of the California Department of Motor Vehicles requires drivers of vehicles to be familiar with and obey all state vehicle codes, local traffic rules and ordinances governing vehicle operation. The Code requires the possession of a valid driver's license when operating a vehicle.

The following is an outline of SCE's Meter Reading hiring and training requirements. As directed by the CPUC, these standards will be used to qualify MDMA meter reading services until national standards are developed.

# Southern California Edison

## Meter Reader Hiring/Training Requirements

### I. Hiring Process

#### A. General Requirements

1. **Initial Applicant Screening**
  - a) Work experience in “physical/outdoor activity”
  - b) Record of job stability
  - c) Experience in customer service-related occupations
  - d) Criminal record investigation
  
2. **Applicant Testing**
  - a) 30 min. Clerical/Mechanical test
    - identifying tables/numbers
    - following directions
  - b) Equal Opportunity (EOC) guidelines followed
  - c) Confidential test data
  
3. **Interview**

Dimensional Interview focusing on experience:

  - Aggressive Animals
  - Physical Capabilities
  - Customer Service
  - Repetitive Duties
  - Quality Control
  
4. **Processing New Hire**
  - a) Security Forms
    - last 10 years of employment
    - last 10 years of residence
  - b) Security Screening (internal)
  - c) Formal Application
  - d) Drug Screen
  - e) Photo ID required for company ID
  - f) Complete “Statement of Traffic Infraction Violations
  - g) DMV printout of driving record (<30 days) last five years
    - \* No more than 3 moving violations in last two years.
    - \* No pending “failure to appear” violations
    - \* No pending accident (litigation)
    - \* Cannot be on probation - applicant may be eligible if on summary probation and no check in is required or fines pending
  
5. **Falsification of Company Documents**

If in the hiring process, the employee does not reveal a criminal record, the employee will/may be terminated.
  
6. **Finalization**
  - a) Drug testing results
  - b) Forms Completed

## II. Initial Training

Six days of classroom and 4 days of field training are provided to all new hires in the first two weeks of employment. Training includes the following subjects and activities:

<u>Description</u>	<u>Hours</u>
◆ Field exposure with current Meter Reader	40.00
◆ Meter Pro Training & Testing (equipment)	8.00
◆ Equal Employment Opportunity information	1.00
◆ Safety	
• DBU Safety Policy	
0.50	
• Injury & Illness Prevention Manual	1.00
• Defensive Driving	
0.75	
* Video/Discussion	
• Hazardous Communication	0.75
* Chemical Exposure in workplace and field	
• Fire Prevention	
0.50	
• Customer Communications	3.00
* Safety, Success & You	
* Customer Relations	
* SCE Policies & Procedures	
• Teamwork, Skill Building	1.00
* Video/Project	
• More Safety	
* Slips, Twists; Falls	3.00
* Dog bite Prevention	2.00
* Environmental Safety	1.50
- Street Smart video	
• Revenue Protection	
2.00	
* Overview of identifying:	
- Code violations	
- Hazards	
- Unsafe conditions	
• Handheld Equipment	
5.00	
* FS2/laptop	
• Identification	
0.75	
* Uniform (Company Logo)	
* Picture ID issued	
• Documentation of training received	0.50
* Rosters & General Office records	

## **III. Training Program Descriptions**

### **A. New Hire Meter Reading Training**

A comprehensive training program that focuses on technical (FS/2 device), field, safety, Equal Opportunity, Union, corporate security, energy diversion, and customer communication skills. Providing the student a wide range of the knowledge and skills required of meter reading personnel with special emphasis on safe work practices, customer relationships, and corporate policies.

### **B. Dog Bite Prevention & Protection Program**

This beneficial safety program is to provide all field service employees with knowledge and skills to prevent and protect from the occurrence of a dog bite in the field. The course includes (4) main modules:

- 1. Module 1 - Introduction**
  - Statistics on Dog Bites
  - Employee Experiences
  - Bottom Line
- 2. Module 2 - Canine Characteristics**
  - Dog Behaviors
  - Canine Body Language
  - Breed Characteristics
- 3. Module 3 - Staying Safe**
  - Prevention Practices
  - Injury Reporting
  - Video
- 4. Module 4 - Wrap-up**
  - Course Summary
  - Post-Survey

### **C. Equal Employment Opportunity Policy**

Overview of SCE Corporate Equal Employment Opportunity Policy Statement as it adheres to State and Federal laws, its implications, and compliance issues for all employees. Topics covered include equal opportunity, affirmative action, sexual harassment and harassment. Information as to employee rights and procedures of reporting harassment and discrimination are provided.

### **D. Slips, Falls & Twists - The Field Employee Guide to Safety Education and Prevention Measures to Avert Slips, Falls, & Twists**

This comprehensive safety program is comprised of two major modules, divided into several sections:

#### **1. Module 1 - Safety Education**

This module increases employee awareness and knowledge levels of the background education needed to understand the importance of the program in the prevention of injuries caused by Slips, Falls, & Twists. Sections include “The Four Elements of a Successful Safety Program” and “The Causes of Accidents.”

## **2. Module 2 - Prevention Measures**

This module addresses the importance of prevention measures and practices necessary to focus on the avoidance of injuries caused by Slips, Falls, & Twists. To highlight these prevention measures, two videos are included to demonstrate these types of injuries. This Module also addresses the issue of what to do if the employee is injured; this is in the section: First-Step Personal First-Aid treatments. To conclude the program, beneficial warm-up/cool-down stretching exercises are explained and examples shown for employees to practice.

### **E. Meter Reader Communication Workshop, Module 1 - Safety, Success, & You**

The Communication Workshop focuses on providing the employee with tools to deal with customer confrontation and crisis in a safer and more successful manner. The workshop consists of sections such as The Anatomy of a Crisis Development, The Balcony Tool, The Johari Window, The DISC (personal profile), and video role-play.

### **F. Meter Reader Communication Workshop, Module 2 - The Policies, Procedures, Customer and Me Paradigm**

The main objective in this Communication Workshop is to provide employees the framework for dialog to learn about SCE's policies and procedures and the direct link to safety in the meeting of desired business goals. The course includes review and discussion of the video, "The Business of Paradigms" to move into the direction of breaking old paradigms of linear "blindness" thought processes, to a non-linear "big picture focus." To conclude the program, a section, The Competitive Edge, is facilitated with a classroom exercise to be completed and discussion on how important personal accountability and how teamwork is so vital to our success as a competitive company.

### **G. Customer Relations Training - C.A.T.S.**

The main focus in this training program is to provide the employee with communication skills to assist them in the field and telephone interactions with customers to ensure satisfaction of their concerns and inquiries. C.A.T.S. is based on the video, "I'll Be Back," by Bob Farrell.

1. Consistency - consistent standards of service
2. Attitude - communication, listening skills, non-verbal interaction, face to face interaction, verbal techniques, difficult customers: anatomy of a crisis development, empathy, tone, solutions
3. Teamwork - building, rewarding teamwork and high performance
4. Service - providing excellent customer service

### **H. FS/2 Device Enhancement Training**

This enhancement training is comprised of a combination of discussion, review, demonstration, and hands-on training of the FS/2 device in such areas as: resequencing, instruction/location codes, adding/updating special instructions, probe reading procedures, water meter reading safety and instruction, and general trouble-shooting procedures.

### **I. Premier Plus Workstation Enhancement Training**

This enhancement training is comprised of a combination of discussion, review, demonstration, and hands-on training of the Premier Workstation in all work station

activities and operations such as: working with Windows, setting up equipment and employees, managing routes, creating and editing daily assignments, uploading and downloading procedures, and general troubleshooting procedures.

## IV. Standards of Performance

The following certification requirements are taken from the SCE Meter Reading Standards of Performance. The general descriptions included are applicable to any meter reading workforce with emphasis on safety and performance policies.

### A. Safety Awareness

Safety is viewed as a top priority and it is the Meter Reader's responsibility to practice safe work habits daily. Awareness of field and office environments is required for the prevention of industrial and vehicle accidents.

#### 1. Dog Bite Protection

Meter Readers are exposed to a variety of situations and conditions. The vast majority of injuries to Meter Readers are the result of dog bites. Consequently, it is mandatory for one of the following items to be carried while reading meters:

- |                                 |                |
|---------------------------------|----------------|
| a) Umbrella                     | Company Issued |
| b) Dog Stick                    | Company Issued |
| c) Dog Spray (as a last resort) | Company Issued |

#### 2. Industrial Protection

Hard hats, ear protection and/or goggles should be worn in posted areas, whenever it is required by the "Injury and Illness Prevention Manual" and "The Fire, Information, Rules and Education Manual", or when instructed to do so by supervision.

All industrial accidents are to be reported to supervisors as soon as possible. Company accident reports are to be completed on the date of occurrence using appropriate forms. All dog bites causing a break in the skin must be seen by a physician on the same day.

**\*NOTE - It is the responsibility of the Meter Reader to update special instruction changes (notes) and meter route conditions**

#### 3. Accident and Damage Reports

**Any accident involving company and/or customer vehicles no matter how slight, must be reported to supervision immediately.** Company supplied damage report must be filled out and given to supervision on the day of the occurrence. All accidents, industrial and vehicle, will be reviewed and investigated. If the accident is found to be preventable, disciplinary action will take place, which may include suspension and/or termination.

Any damage to customer's property is to be reported to supervision immediately and the proper accident forms completed on the day of the occurrence and turned in supervision.

#### 4. Accident Prevention Rules

Employees are to comply with all applicable safety rules and safe work practices contained in the "Injury and Illness Prevention Manual" and "The Fire, Information, Rules, and Education Manual". Each employee will be assigned a current copy of the manuals issued to him/her. In addition, each employee will be responsible to replace update pages when addenda are presented. Unsafe work conditions are to be reported to supervision immediately.

#### 5. Customer Contact

Meter Readers are constantly entering customer's property and occasionally enter homes or businesses. Contact with the public in the normal course of Company business must be courteous and professional at all times. Adherence to SCE Standards of Conduct (attached) is required to maintain the trust and confidence of customers. Good customer relations is one of the basic responsibilities of meter reading. Arguments are to be avoided. The Meter Reader role is to build good will in handling the pleasant situations, and to do everything possible to change the unpleasant ones.

If a Meter Reader believes he/she is being harassed by a customer or feels unsafe due to a person or persons, leave the area of conflict/danger and refer the matter to supervision as soon as practical.

Company ID cards are provided and are to be presented to a customer upon request to assist in gaining access.

#### 6. Uniforms

The professional appearance of the Meter Reading personnel is vital. Each Meter Reader is issued a complete set of uniforms. Adherence to the following Uniform Policy is mandatory:

- a) Uniformed personnel will be required, while on the job, to wear the "official" uniform, which consists of trousers or shorts, and shirts. When a jacket and/or cap is worn, it must be the official uniform jacket and/or cap. **NO SUBSTITUTIONS ALLOWED.**
- b) The employee name tag is part of the official uniform and will be worn at all times.
- c) Foot wear is to have a hard or thick sole with plenty of support for feet and ankles. It should be lightweight to avoid fatigue, but be thick enough to protect from puncture wounds.
- d) If a violation of the Uniform Policy occurs, disciplinary action will be taken!

## B. Performance Policy

### 1. Alcohol and Drug Abuse Policy

The purpose of this policy is to outline Company standards and procedures designed to guide employees in conducting their daily business in such a manner as to ensure the highest utilization of Company resources, as well as the greatest efficiency of Company employees.

**a) Alcoholic Beverages**

Possession or use of alcoholic beverages by an employee that may adversely impact the Company's safe and efficient operations, or its image, will result in disciplinary action including suspension and/or termination. This includes use and/or possession on Company property or during working hours including lunch period.

**b) Drugs**

Any employee who unlawfully possesses, uses, or is under the influence of drugs while on the job or during working hours, including lunch break, shall be terminated.

**2. Fitness For Duty**

All employees are expected to report for work in a manner fit to perform his/her job. An employee who, for any reason, is unfit to work shall be relieved from duty and will be subject to discipline up to and including termination of employment.

The Company reserves the right to immediately terminate any employee at any time for just cause (per Corporate Policy Statement 19.98.1). So there is no misunderstanding, this document re-emphasizes those situations which include possession or use of alcoholic beverages or illegal drugs during working hours; grossly unacceptable job performance; gross misconduct; and, falsification of Company records.

**3. Misconduct**

Acts or omissions that are inappropriate to the workplace, including, but not limited to the following will result in disciplinary action including suspension and/or termination.

**4. Insubordination**

Failure to comply with company and other applicable rules and policies or the orders and/or the instructions given by a supervisor.

**5. Dishonesty**

Any misappropriation of money or property, falsification of company reports, records, and/or expense accounts, failure to tell the truth in matters relating to an employee's conduct on the job and in matters relating to an employee's absence from the job, abuse of benefits, including sick leave, long term disability and leaves of absence.

## 6. Falsification of Records

Falsification of company records is a cause for immediate termination. The following list includes, but is not limited to, descriptions of the falsification of Company for which an employee will be held responsible.

### a) Company Documents

Recording any information on a Company document known to be untrue at the time of recordation. This includes daily assignment/productivity sheets completed by Field Service Representatives.

### b) Meter Reading

Under no circumstances are you to assume a “read without actually reading the meter. In addition, read must be entered into reading device at time of reading unless directed by supervisor (i.e. Device failure).

## 7. Energy Theft

The detection and reporting of missing or tampered seals, wiring infractions and any other abnormalities should be promptly reported to Revenue Protection. Only visual inspections are allowed. Do not touch the meter socket area

## C. Meter Reader Safety Training Guidelines

The following safety training topics will be administrated for the purpose of continued awareness and prevention. Recommended frequency is provided.

### 1. Bi-Annually

Vehicle/First Aid Kit Inspections

### 2. Annually

- a) Substance Abuse
- b) Hazard Communications
- c) Basic First-aid Instruction/CPR Training
- d) Field Safety Checks (SB-198)
- e) Customer Harassment Awareness
- f) Fence Jumping Policies/Awareness
- g) Dog Bite Protection

### 3. Every Two Years

- a) Snake Bite Instruction
- b) Defensive Driving

### 4. Safety Tool Listing

Each employee is responsible for safety publications and tools provided:

- a) First Aid Kit
- b) Hard Hat
- c) Meter Reader Manual
- d) Injury and Illness Prevention Manual
- e) Fire, Information, Rules, and Education Manual
- f) Dog Protection (umbrella/dog stick)
- g) Eye protection
- h) Ear protection
- i) Step ladder

#### **5. Meter Reader Responsibility**

Each Meter Reader shall be responsible for the safety training knowledge gained through this list and the proper use of tools in the prevention of controllable industrial and vehicle accidents.

### **V. Injury and Illness Prevention Program**

SCE adheres to CAL OSHA Title 8 General Industry Safety Orders. The purpose of these orders is to secure safety in places of employment and to provide guidance to employers and employees alike. Section 3203 specifically addresses injury and illness prevention programs. SCE has established the following policies and programs to satisfy Title 8 requirements.

- A. Injury and Illness Prevention Manual - annual update and distribution
- B. Distribution Business Unit Safety Policy - annual update and distribution
- C. Annual Requirements - annual safety training requirements
- D. Distribution Business Unit Safety Investigations - investigation of every accident
- E. Day Training for New Meter Readers - encompassing safety, equipment, policies and procedures
- F. Annual Inspection - documented walk along/vehicle inspection of each meter reader (Senate Bill 198)
- G. Safety Council - communicate accident investigation results, complete work-site inspections, submit accident prevention recommendations, and provide health and safety information to employees
- H. Safety Teams - accident investigation, prevention recommendations, employee health and safety communication

### **Additional Follow-up Training**

#### **A. Best Practice Training**

Length of training            2 hrs.

Experienced Meter Readers share best practices with new hires describing successful methods utilized in handling a variety of situations encountered in the field. The descriptions focus on how to work safely.

**B. Accident Follow-Up**

Length of training 2 hrs.

Any Meter Reader involved in an accident is required to attend a 2 hour overview of safe work practices. Attendees share methods of preventing the reoccurrence of the same type of accident. Safety policies are reviewed and best practices shared.

**C. Meter Reading Training Follow-up**

Length of training 8 hrs.

Follow-up Class for all newly hired Meter Readers that have been in the field for (60) days (or more in some cases). This follow-up is designed to ensure complete understanding and validation of the (6) Day New Hire Meter Reader Training new employees have completed. The following course topics will be the focus of this 1 Day Follow-up Training:

1. FS/2 Premier Plus Training
2. Revenue Protection
3. Access & Accuracy
4. Safety Awareness Overview
5. Course Evaluation & Validation Test



An *EDISON INTERNATIONAL* Company